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FIGURE 1

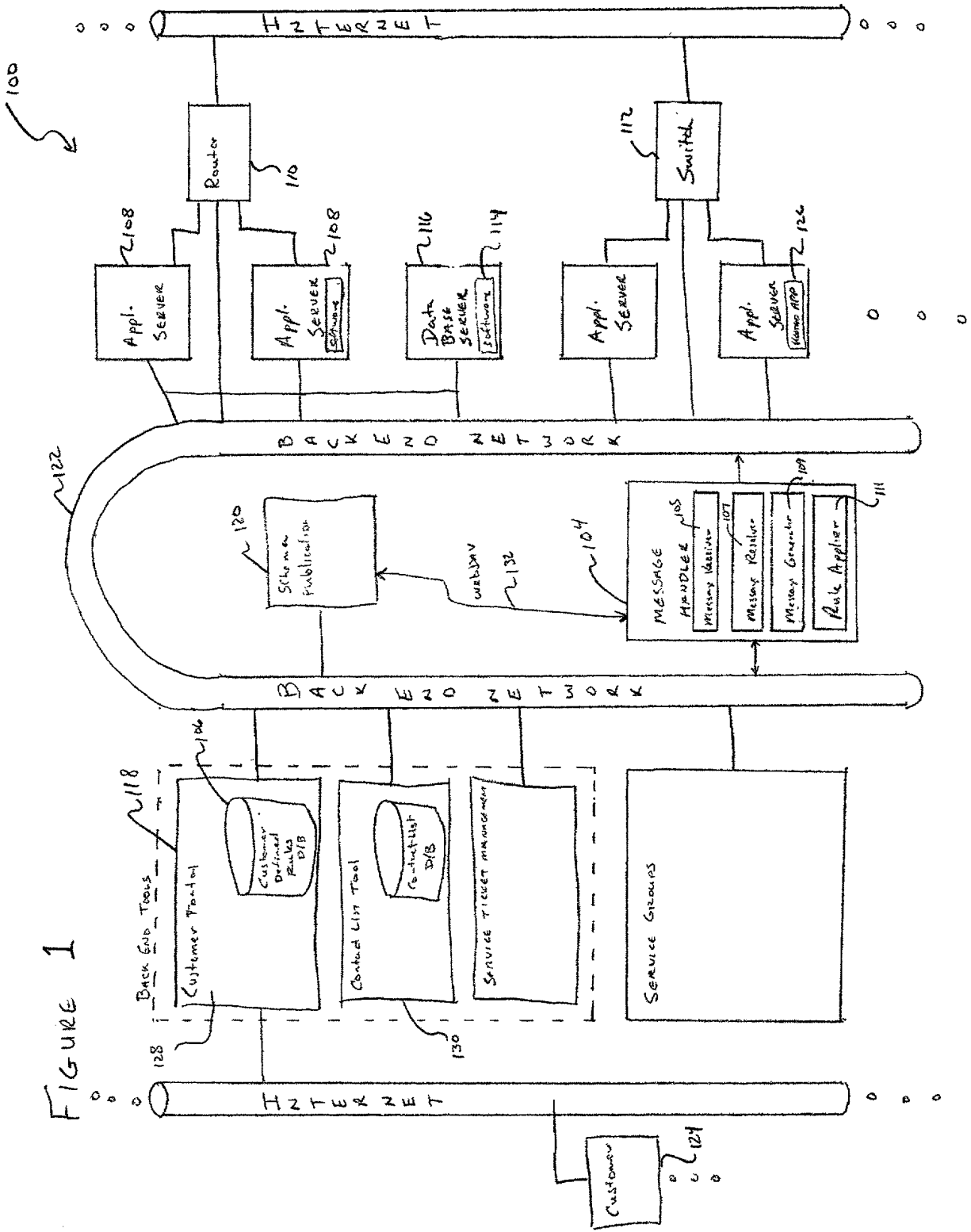


Figure 2A

```

<?xml version="1.0" ?>
: <Schema name="CaseMgmtReq" b:BizTalkServerEditorTool_Version="1.0" b:root_reference="CaseMgmtReq" b:standard="XML"
  xmlns="urn:schemas-microsoft-com:xml-data" xmlns:b="urn:schemas-microsoft-com:BizTalkServer" xmlns:d="urn:schemas-
  microsoft-com:datatypes">
: <b:SelectionFields>
:   <b:Field key="Document_Node" query="" />
:   <b:Field key="Dest_ID_Value" query="."/ @DestinationAddress" />
: </b:SelectionFields>
: <ElementType name="Request" content="eltOnly" model="closed">
:   <b:RecordInfo />
:   <element type="ApplicationError" maxOccurs="1" minOccurs="0" />
: </ElementType>
: <ElementType name="Error" content="empty" model="closed">
:   <b:RecordInfo tag_name="Error" />
:   <AttributeType name="ErrorNumberType" d:type="string">
:     <description>Origin of the number ( i.e. Win32, NativeSQL, TCP, etc )</description>
:     <b:FieldInfo />
:   </AttributeType>
:   <AttributeType name="ErrorNumber" d:type="string">
:     <b:FieldInfo />
:   </AttributeType>
:   <AttributeType name="ErrorDescription" d:type="string">
:     <b:FieldInfo />
:   </AttributeType>
:   <attribute type="ErrorNumber" required="no" />
:   <attribute type="ErrorNumber" required="no" />
:   <attribute type="ErrorDescription" required="no" />
: </ElementType>
: <ElementType name="CaseMgmtReq" content="eltOnly" model="closed">
:   <b:RecordInfo />
:   <AttributeType name="UserID">
:     <b:FieldInfo />
:   </AttributeType>
:   <AttributeType name="Type">
:     <b:FieldInfo />
:   </AttributeType>
:   <AttributeType name="SiteID">

```

Figure 2B

```

    <b:FieldInfo />
  </AttributeType>
- <AttributeType name="Severity">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="RequestType">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="RequestID">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="OrgID">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="DestinationAddress">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Action">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="RequestID">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="SiteID">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Severity">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="RequestType">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Type">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Action">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="UserID">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="DestinationAddress">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Abstract">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="CaseInitiator">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Request">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="CaseInitiator">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Password">
  <b:FieldInfo />
</AttributeType>

```

Figure 2C

```

- <AttributeType name="KeyName">
  <b:FieldInfo />
</AttributeType>
<attribute type="KeyName" />
<attribute type="Password" />
</ElementType>
<ElementType name="ApplicationError" content="eltOnly" model="closed">
  <b:RecordInfo />
  - <AttributeType name="UserPhone" d:type="string">
    <b:FieldInfo />
    </AttributeType>
  - <AttributeType name="UserEmail" d:type="string">
    <b:FieldInfo />
    </AttributeType>
  - <AttributeType name="User" d:type="string">
    <b:FieldInfo />
    </AttributeType>
  - <AttributeType name="ServerName" d:type="string">
    <description>Network identification full computer name</description>
    <b:FieldInfo />
    </AttributeType>
  - <AttributeType name="Procedure" d:type="string">
    <description>If error occurred in an identifiable procedure, the name of that procedure</description>
    <b:FieldInfo />
    </AttributeType>
  - <AttributeType name="ProblemType" d:type="enumeration" d:values="File Database OS Security Resource Other">
    <description>Categorize the error</description>
    <b:FieldInfo />
    </AttributeType>
  - <AttributeType name="Page" d:type="string">
    <description>For Web sites, the file containing the code that errored. If it is an include file, it should reference the page it is included into; i.e. "Display.inc included into ./Member/Customer.asp"</description>
    <b:FieldInfo />
    </AttributeType>

```

Figure 2D

```

- <AttributeType name="LineNumber" d:type="string">
  <description>If available, the line number or label where the error occurred</description>
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="IPAddress" d:type="string">
  <description>Digex internal IP address</description>
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="DateTime" d:type="dateTime.tz">
  <b:FieldInfo />
</AttributeType>
- <AttributeType name="Application" d:type="string">
  <description>Name of the application generating this document</description>
  <b:FieldInfo />
</AttributeType>
  <attribute type="DateTime" required="yes" />
  <attribute type="ServerName" required="no" />
  <attribute type="IPAddress" required="no" />
  <attribute type="Application" required="no" />
  <attribute type="Page" required="no" />
  <attribute type="Procedure" required="no" />
  <attribute type="LineNumber" required="no" />
  <attribute type="ProblemType" required="no" />
  <attribute type="User" required="no" />
  <attribute type="UserPhone" required="no" />
  <attribute type="UserEmail" required="no" />
  <element type="AdditionalData" maxOccurs="*" minOccurs="0" />
  <element type="Error" maxOccurs="*" minOccurs="0" />
</Element>
- <Element type="AdditionalData" content="textOnly" model="closed">
  <b:RecordInfo tag_name="AdditionalData" />
</Element>
- <Element type="Abstract" content="textOnly" model="closed">
  <b:RecordInfo />
</Element>
</Schema>

```

Figure 3

| Customer Rules Entry Wizard | |
|---|---|
| To which type of messages do you wish to apply the present rule to? | |
| Software Fault Measurements | <div><div>▼</div><div>Billing Reminders Application Services Perf. Messages Firewall Notice Messages Service Ticket Updates Hardware Messages</div></div> |

Figure 4

| Customer Rules Entry Wizard | |
|---|---|
| To which type of messages do you wish to apply the present rule to? | |
| Software Fault Measurements | ▼ |
| To which specific component within this class do you wish the present rule to apply to? | |
| Truck Sales Application | ▼ |
| Car Sales Application Performance Parts Sales Financing Application Careers | |

Figure 5

Customer Rules Entry Wizard

To which type of messages do you wish to apply the present rule to?

Software Fault Measurements

To which specific component within this class do you wish the present rule to apply to?

Truck Sales Application

Select Message Type and Enter Destination:

E-Mail

Pager

Fax

HTTP Post

ADD

[E-Mail] john.jones@software.com

[Pager] Sam Supervisor (999-555-5555)

[HTTP] http://www.somewhere.com/support/helpdesk

Remove

Figure 6

Customer Rules Entry Wizard

To which type of messages do you wish to apply the present rule to?

Software Fault Measurements

To which specific component within this class do you wish the present rule to apply to?

Truck Sales Application

Select Notification Destinations:

☒ Cust. Tech. Admin.

☐ Application Manager

☐ Cust. Billing Admin.

☐ Marketing Admin.

☒ Other:

E-Mail

Pager

Fax

HTTP Post

John.jones@software.com

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Figure 7

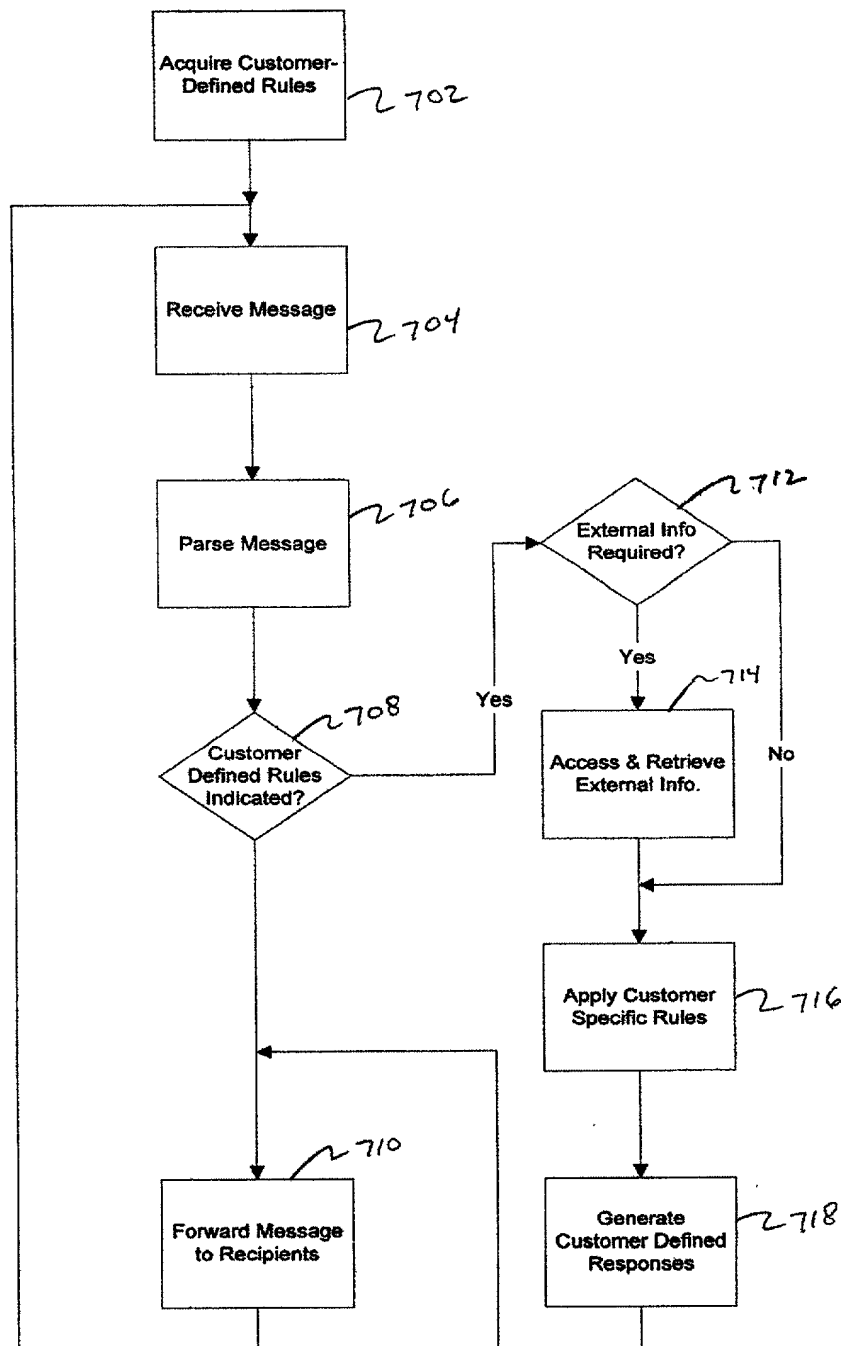


FIGURE 9

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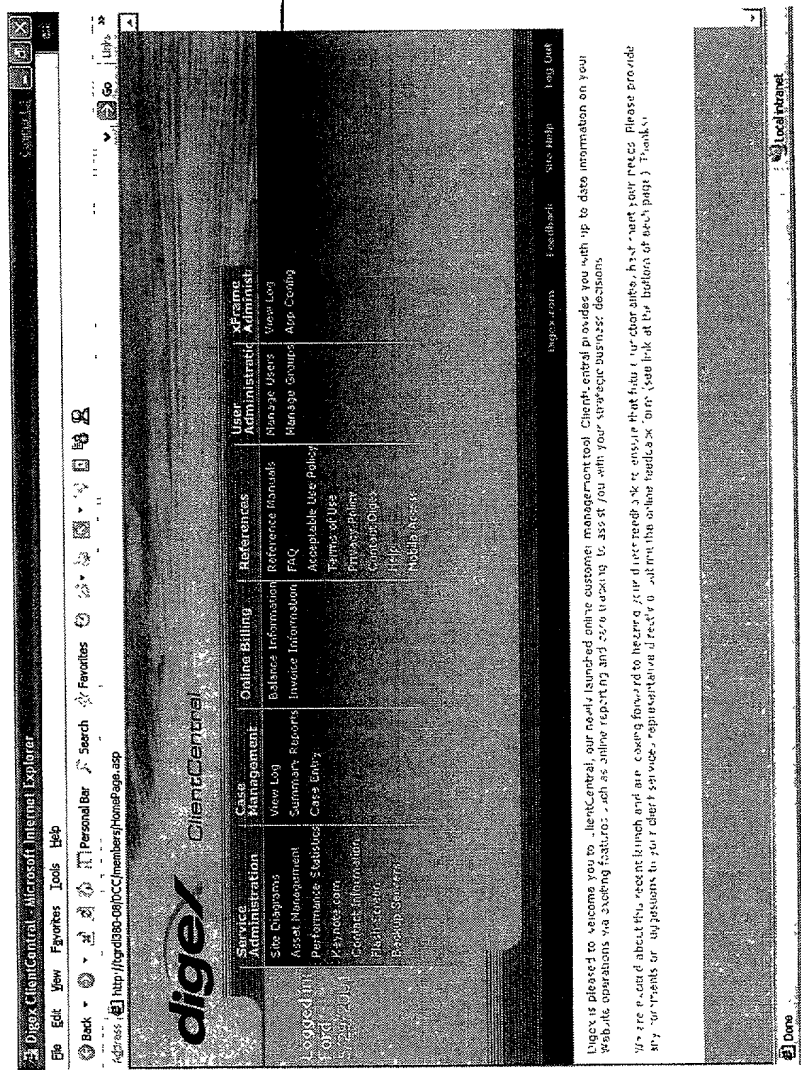


FIGURE 10

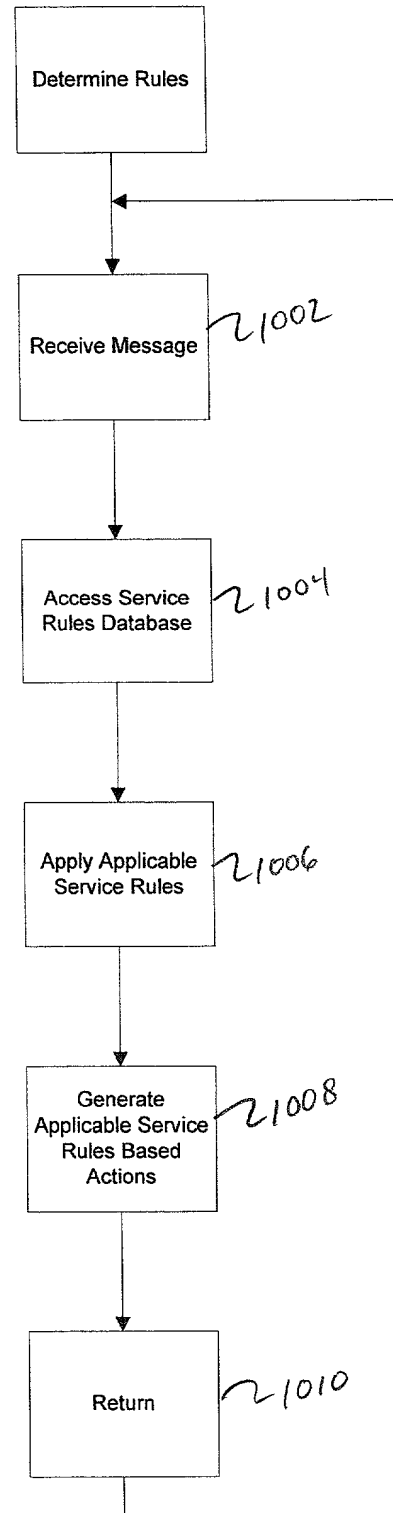


Figure 11A

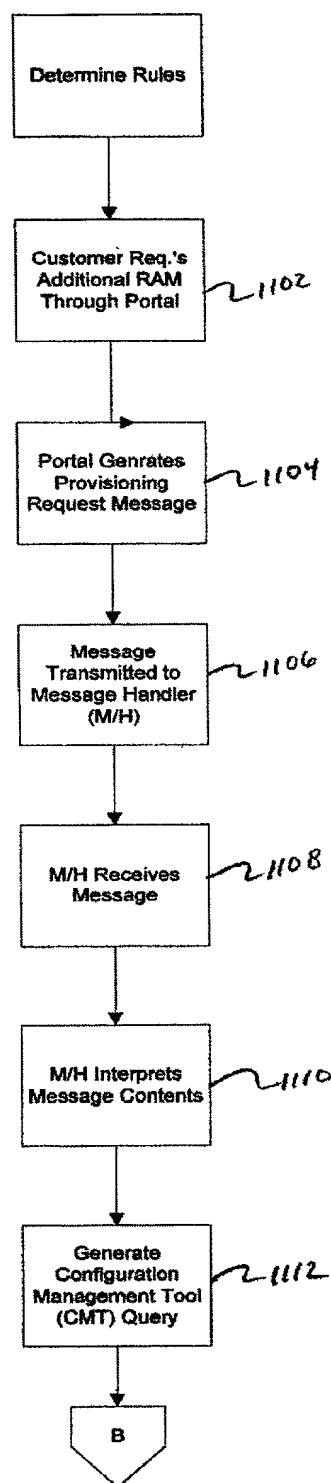


Figure 11B

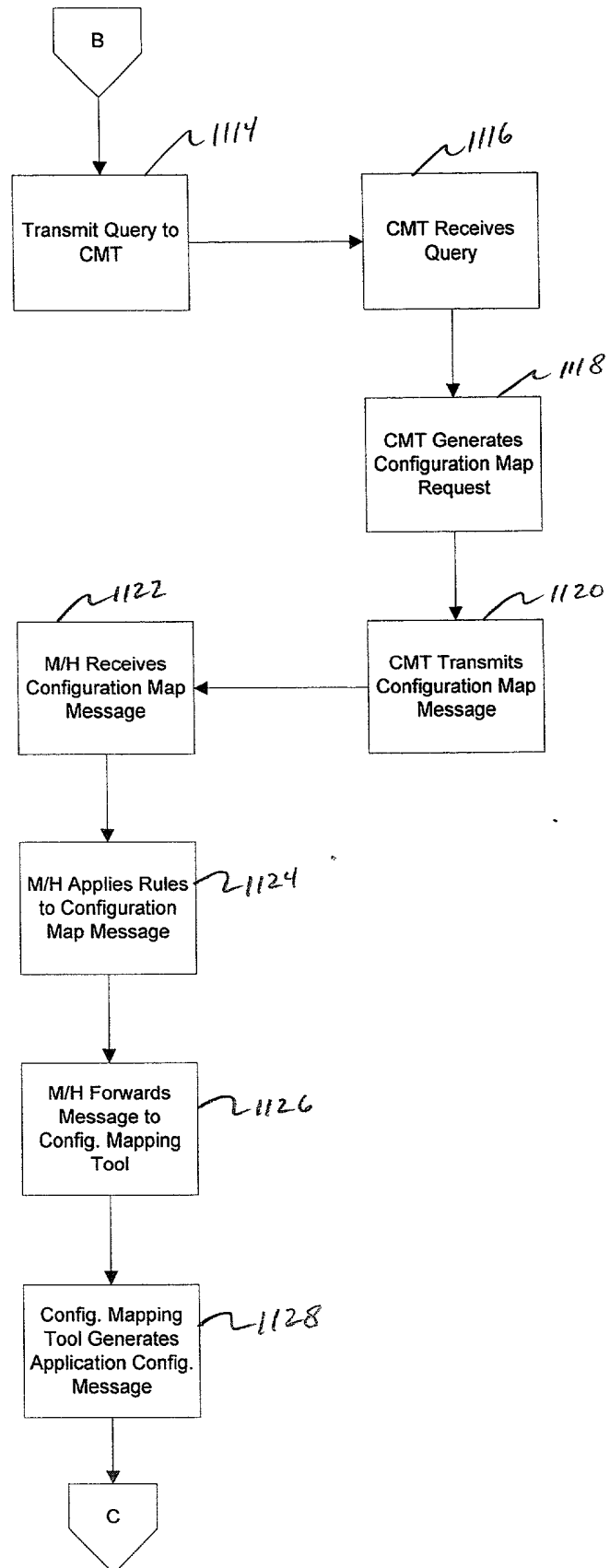


Figure 11C

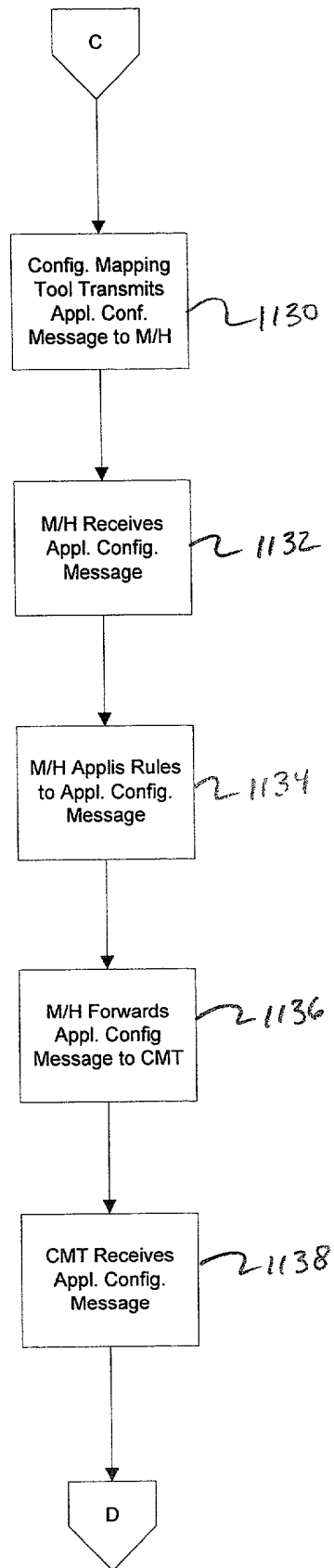


Figure 11D

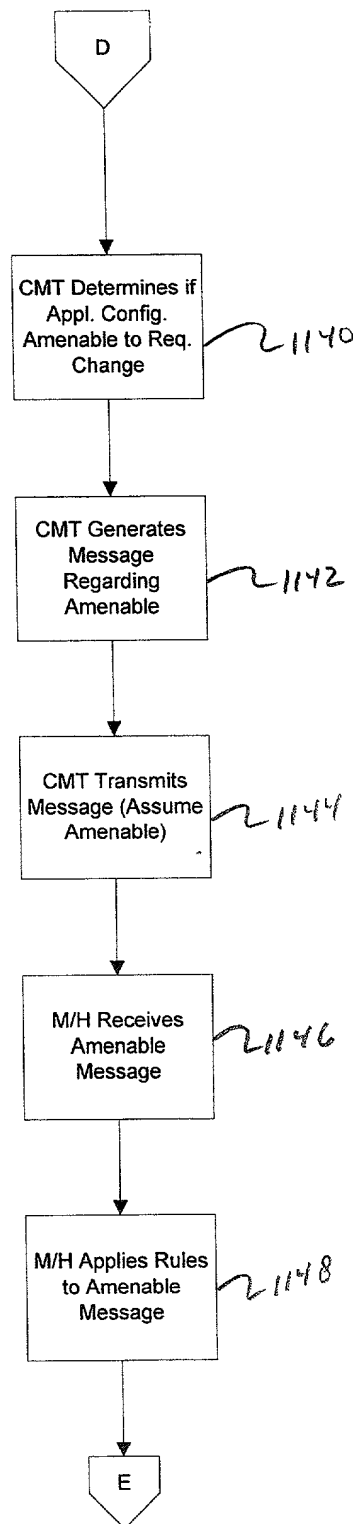


Figure 11E

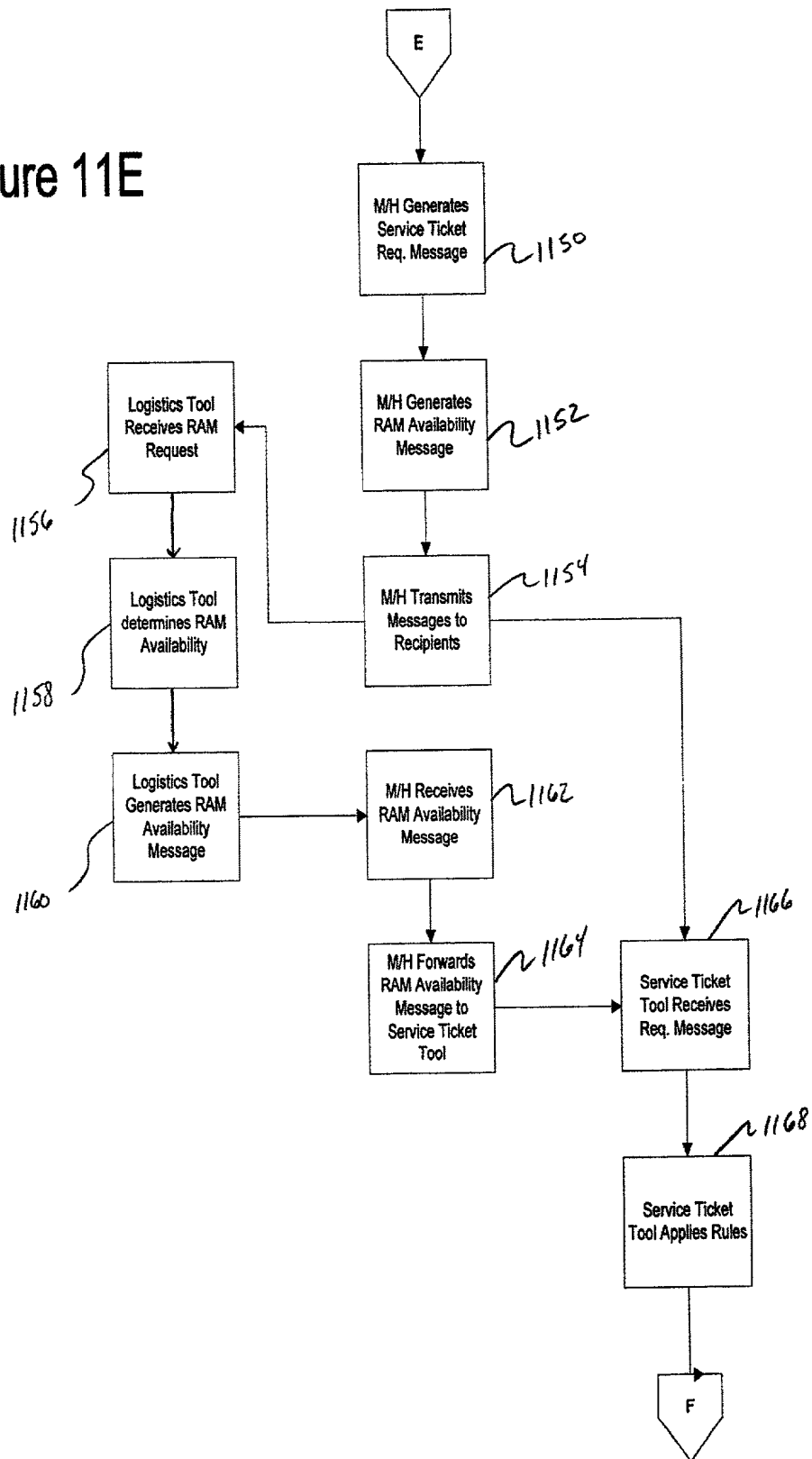


Figure 11F

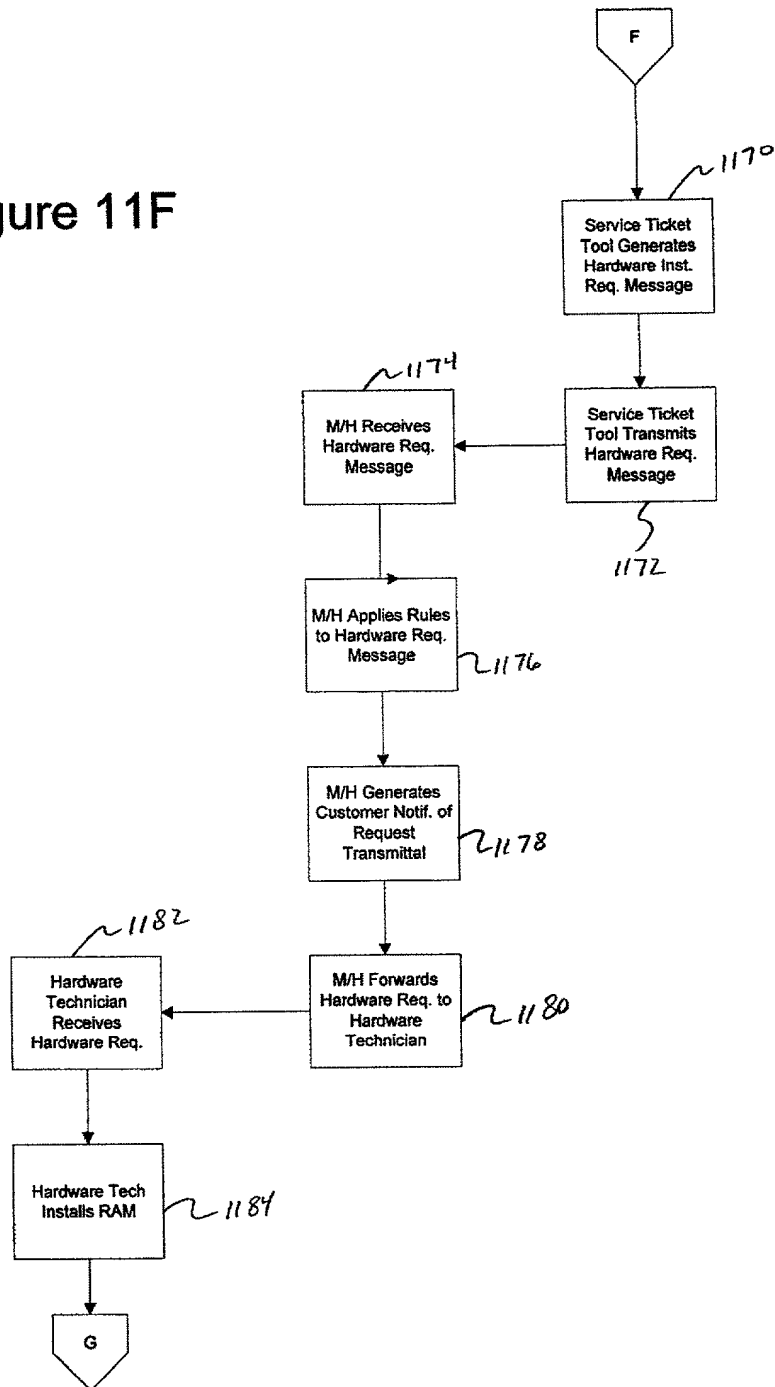


Figure 11G

